Northwestel PC Protection Plus, Powered By F-Secure User Guide

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Before installation

Does Northwestel PC Protection Plus work with other antivirus or firewall products installed on my computer?
No. You cannot have two antivirus or firewall products from different vendors installed on your computer. Northwestel PC Protection Plus automatically detects and removes most common antivirus and firewall products during the installation. You can also manually remove any other antivirus or firewall products before installing the product.

Are two antivirus programs better than one?
No. It is best to have one good antivirus program. An antivirus program needs to open a file to scan it for malware. If another antivirus program is trying to open the same file at the same time, it has to wait for the file to become free. This may cause problems. For example, programs may not start correctly, or the whole system crashes.

Is Northwestel PC Protection Plus compatible with Windows XP SP2 or SP3 Security Center and the internal firewall of the operating system?
Yes, it is compatible. However, you cannot use two software firewalls on the same computer simultaneously. When you install the product, the internal firewall of Windows XP is automatically turned off.
Which operating systems does Northwestel PC Protection Plus support?
The product supports the following operating systems:

- Windows XP
- Windows Vista (32-bit and 64-bit)
- Windows 7 (32-bit and 64-bit)

However, the product does not support the server versions of the operating systems mentioned above, or Windows XP 64-bit.

How do I know if my computer has a 32-bit or a 64-bit version of Windows XP?
There are several ways to find out the version of your Windows XP:

1. Open My Computer to check system properties:

a. Click Start > My Computer.
b. Right-click with your mouse and select Properties. The System Properties window opens.
c. Click the General tab and check the first line under Computer:

In 64-bit XP, Itanium or Itanium 2 is shown.
In 32-bit XP, some other value is shown.

2. Open the Winmsd.exe tool to check the system type or processor:

a. Click Start > Run.
b. Type winmsd.exe in the Open field, and click OK.
c. Do either of the following:

Locate System Type in the right pane under Item. Check the value:

In 64-bit XP, the value is Itanium-based system.
In 32-bit XP, the value is X86-based PC.
Locate Processor in the right pane under Item. Check the value:

In 64-bit XP, the value starts with ia64.
In 32-bit XP, the value starts with x86.

3. Use the Diagnostic Utility tool to check the version:

a. Click Start > Run.
b. Type dxdiag in the Open field, and click OK.

Note: If a Windows dialog box is shown, asking you to verify your drivers, you can safely click No and continue. The DirectX Diagnostic Tool dialog box opens. Allow the program to finish loading.

c. Locate Operating System in System Information: In 64-bit XP, the value is, for example, Microsoft Windows XP 64-bit Edition.

d. Locate Processor in System Information: In 64-bit XP, the value is either Itanium or Itanium2.

How can I check which version of the Windows operating system I have?
You can check the operating system version in Windows system properties.
To check your system properties in Microsoft Windows:

1. Click Start.
2. Select Control Panel.
3. In Windows XP and Vista:
a. Select the Performance and Maintenance category.

Note: This step may not be necessary in all computers.

b. Double-click System. The System Properties window opens.
c. Click the General tab.
4. In Windows 7, select System and Security > Security.

You can view the properties of your computer, such as operating system version, processor information and the amount of memory (RAM).

How can I check if my computer meets the system requirements for Northwestel PC Protection Plus?
To check your system properties in Microsoft Windows:

1. Click Start.
2. Select Control Panel.
3. In Windows XP and Vista:
a. Select the Performance and Maintenance category.

Note: This step may not be necessary in all computers.

b. Double-click System. The System Properties window opens.
c. Click the General tab.
4. In Windows 7, select System and Security > Security.

You can view the properties of your computer, such as operating system version, processor information and the amount of memory (RAM).

How do I remove conflicting security programs manually?
During the installation, the program tries to remove conflicting security programs, such as other antivirus or firewall programs, automatically. If they cannot be removed, you will be asked to remove the programs manually through Windows Control Panel.

1. To remove a program:
a. In Windows XP, click Start.
b. Click Control Panel.
c. Double-click Add or Remove Programs.
d. Select the program and click Remove.
e. In Windows Vista, click the Start button.
f. Click Control Panel.
g. Click Programs.
h. Click Programs and Features.
i. Select the program and click Uninstall.
j. In Windows 7, click the Start button.
k. Select Control Panel.
l. Select Programs and Features.
m. Select the program and click Uninstall.

2. Antivirus programs may have several related components, which have the same product name. Repeat the steps above to remove all of them.

3. Restart your computer.

Installation

Why is the first Northwestel PC Protection Plus installation package so large?
The first package downloads a lot of files from the Internet, for example all the virus definitions. The next updates are significantly smaller.

How do I install Northwestel PC Protection Plus?
To install the product, you need the following:

- The product CD or a downloaded version of the product.
- A valid product subscription key.
- An Internet connection.

Note: If you have more than one user account, you have to log in as an administrator before the installation.
When you start the installation, you can select how you want to install the product on your computer. You can use either automatic installation or step-by-step installation. If you select the automatic installation, the product is installed automatically. If you select the step-by-step installation, you are asked to make selections during the installation.
This product cannot be installed on a computer that uses other antivirus or firewall products. Many common antivirus products will be removed automatically during the installation.

1. To install the downloaded product step by step:
a. When you purchase the product online, you receive an email message, which contains the download and installation instructions, and your unique product subscription key.
b. Follow the instructions and download the software package to your computer.
c. Double-click the package icon to run the installation wizard and follow the instructions on your screen.
d. When asked, enter you subscription key (xxxx-xxxx-xxxx-xxxx-xxxx).

2. To install the product from the CD:
a. When you insert the CD, the installation should launch automatically. If it does not, browse to the root folder of the CD and double-click autorun.exe or installer (.exe) file to start the installation.
b. Follow the instructions in the installation wizard.
c. When asked, enter your subscription key (xxxx-xxxx-xxxx-xxxx-xxxx). Your subscription key is printed on the back cover of the user guide included with the product CD.

The product is downloading updates after installation. That did not happen in the previous product version. Why has this changed?
The product has always updated the virus definition databases after installation to protect your computer against the latest threats. The only difference is that now you can see how the downloading proceeds.

Can I install Northwestel PC Protection Plus on top of an evaluation version?
Yes. If you are using an evaluation version of the product, you can upgrade to a full commercial version. You can do this as follows:

1. To open the product, double-click the product icon at the bottom right corner of your screen.
2. On the main page, click Tasks.
3. Click My subscription.
4. If you have not yet purchased a full product version from a reseller, select Buy online. This opens a web site where you can buy a full product version. Follow the instructions on that page.
5. When you have the subscription key for the full product version, click My subscription.
6. Select Enter new subscription key.
7. In the dialog box that opens, enter your new subscription key and click Register.

Tip: If you received your subscription key by email, you can copy the key from the email message and paste it into the field.

If you would like to upgrade your current version to a version with other or additional features, you need to purchase a new product subscription with a new subscription key.

I installed or upgraded Northwestel PC Protection Plus but cannot see the product icon on the system tray. What should I do?
You can try the following:

1. Check that the icons are not hidden in your operating system:
a. In Windows XP or Vista: click the Show hidden icons icon to show the system tray icons.
b. In Windows 7: click the caret to show the system tray icons.
2. Open Task Manager. Check that the fsm32 process is visible.
3. If the process is visible, use the Support Tool for generating an fsdiag file. Send the file to our technical support.
4. If the process is not visible, try to install the product again.

After installing Northwestel PC Protection Plus, I have no access to the Internet or my email. What can I do?
You may have denied your web browser's network connections. To open the product, double-click the product icon at the bottom right corner of your screen. To check that the network connections are allowed for your browser:

1. On the main page, click Settings.
2. Select Network connections > Application control.
3. Click the Applications tab. You can view a list of denied or allowed applications.
4. Locate the browser that you are using. For example, if you use Internet Explorer, locate iexplore.exe.
5. Check that the connections are allowed for your browser.

How do I uninstall Northwestel PC Protection Plus?

1. To uninstall the product, do the following:
a. In Windows XP, click Start.
b. Click Control Panel.
c. Double-click Add or Remove Programs.
d. Select Northwestel PC Protection Plus and click Remove.
e. In Windows Vista, click the Start button.
f. Click Control Panel.
g. Click Programs.
h. Click Programs and Features.
i. Select Northwestel PC Protection Plus and click Uninstall.
j. In Windows 7, click the Start button.
k. Select Control Panel.
l. Select Programs and Features.
m. Select Northwestel PC Protection Plus and click Uninstall.

2. When you are asked to restart your computer, restart it.

Subscription and registration

I have a shared Internet connection. Can I use Northwestel PC Protection Plus on all the computers?
The subscription key can only be used for one computer.

Can I give a copy of the software to a friend?
No, the subscription is meant for personal use.

I formatted my hard drive. Do I need to register Northwestel PC Protection Plus again?
No, you do not need to register your product again. If you still have your product subscription key (xxxx-xxxx-xxxx-xxxx-xxxx), you can reinstall the product and use the same key.

Can I install the product on several computers?
You will receive a subscription key with your product. You can install the product with the same subscription key on only one computer.

I have already installed the product and registered the subscription. How can I transfer the subscription to another computer?
If your subscription allows only one installation, you can transfer the subscription to another computer. To do this, install Northwestel PC Protection Plus by using the same subscription key. The subscription is transferred to the new computer, and the old installation stops working.

If you have problems transferring the subscription, do the following:

1. Uninstall the product from both computers:
a. Click Start.
b. Select Control Panel > Add/Remove Programs.

2. Do the following on the computer to which you want to transfer the subscription:
a. Restart the computer to which you want to transfer the subscription.
b. Delete the product folder in the installation directory.
c. Reinstall the product.
d. After you have entered your subscription key and registered it, a message informs you that the subscription is already registered to another computer. Click Next. The product will be registered to your new computer.

How can I register a full version of the Northwestel PC Protection Plus on top of an evaluation version?
To register your subscription in an evaluation product, do the following:

1. Connect your computer to the Internet.
2. To open the product, double-click the product icon at the bottom right corner of your screen.
3. On the main page, click Tasks.
4. Click My subscription.
5. Select Enter new subscription key.
6. In the dialog box that opens, enter your new subscription key and click Register.

Tip: If you received your subscription key by email, you can copy the key from the email message and paste it into the field. After registration, the full subscription is activated and in use.

General use

Why was the user interface changed?
The user interface was changed because we wanted to improve the usability of the product. The old user interface was not designed to support the amount of features that the product currently has.

Viruses

The second full scan of the computer was quite fast. Did the product really scan my whole computer?
The product detects which files were scanned and checks if they have changed since the last scan. If they have not changed, they are not scanned again. The same applies to archives. This may mean that a different number of files are scanned each time you scan your computer, and therefore, the scanning time may vary.

Should I manually scan my hard disks daily?
No, this is not necessary. Virus and spyware scanning includes real-time scanning, which means that your computer is scanned for viruses in real time. You can scan manually for viruses by using scheduled scanning. To open the product, double-click the product icon at the bottom right corner of your screen. To start a scheduled scan:

1. On the main page, click Settings.
2. Select Computer > Scheduled scanning.
3. Select Turn on scheduled scanning.
4. Select which days you would like to regularly scan for viruses and spyware.
Select on which days to scan from the list to the right.

To scan on up to three days a month. To select which days:

a. Select one of the Day options.
b. Select the day of the month from the list next to the selected day.
c. Repeat if you want to scan on another day.
5. Select when you want to start the scan on the selected days.

You should select a time when you expect to not be using the computer. After computer is not used for Select a period of idle time after which the scanning starts if the computer is not used.

The product shows that the virus definitions are out of date. What can I do?
Usually, you do not have to do anything. Northwestel PC Protection Plus updates itself automatically when your computer is connected to the Internet. If the virus definitions are not automatically updated, you can do the following:

1. Check that your computer is connected to the Internet.

2. Check whether the time and date of the computer are correct. If they are wrong, updates may not be installed.

3. Check for updates manually. To do this, open the user interface of the product:
a. In Windows XP and Vista, double-click the product icon in the bottom right hand corner of your screen.
b. In Windows 7, click the caret and then click the product icon.
c. On the main page, click Check for updates.

4. Check that automatic updates are on:
a. On the main page, click Settings.
b. Select Other settings > Automatic updates.

5. Make sure that your subscription is valid.

6. If you still do not receive updates, run the Support tool. Send the file it creates to our technical support with an explanation of the problem.

How can I exclude a file or folder from virus and spyware scanning?
To open the product, double-click the product icon at the bottom right corner of your screen. To exclude a file or folder from virus and spyware scanning:

1. On the main page, click Settings.
2. Do one of the following:
a. Select Computer > Virus and spyware scanning.
b. Select Computer > Manual scanning.

3. Click Open excluded items list.

4. To exclude a file, drive, or folder:
a. Select the Objects tab.
b. Select Exclude objects (files, folders, ...).
c. Click Add.
d. Select the file, drive, or folder that you want to exclude from virus scanning.
Note: Some drives may be removable drives, such as CD, DVD or network drives. Network drives and empty removable drives cannot be excluded.
e. Click OK.

5. Repeat the previous step to exclude other files, drives, or folders from being scanned for viruses.

6. Click OK to close the Exclude from scanning dialog box.

7. Click OK to apply the new settings.

How can I exclude certain file types from virus and spyware scanning?
To open the product, double-click the product icon at the bottom right corner of your screen. To exclude file types from virus and spyware scanning:

1. On the main page, click Settings.

2. Do one of the following:
a. Select Computer > Virus and spyware scanning.
b. Select Computer > Manual scanning.

3. Click Open excluded items list.

4. To exclude a file type:
a. Select the File Types tab.
b. Select Exclude files with these extensions.
c. Type a file extension that identifies the type of files that you want to exclude, in the field next to the Add button. To specify files that have no extension, type '.'. You can use the wildcard '?' to represent any single character, or '*' to represent any number of characters. For example, to exclude executable files, type exe in the field.
d. Click Add.

5. Repeat the previous step for any other extension you want to be excluded from being scanned for viruses.

6. Click OK to close the Exclude from scanning dialog box.

7. Click OK to apply the new settings.

How to clean an infected System Volume Information folder or a System Restore folder?
System Restore is a feature of Windows Vista, Windows XP, Windows 7 and Windows ME (Windows ME is not supported by Northwestel PC Protection Plus). If a virus infects the computer, it is possible that the virus is backed up in the System Restore folder. To scan and clean the System Restore folder, you need to turn it off.

By turning off System Restore, you lose your last system restore point. Unfortunately there is no other way to remove infections from System Restore. If you want to continue using the System Restore feature, it is important to turn it on after removing the infected files.

1. To turn off System Restore in Windows XP:
a. Close all open programs.
b. Right-click My Computer, and select Properties. The System Properties dialog box opens.
c. Click the System Restore tab.
d. Select the Turn off System Restore on all drives check box.
e. Click Apply.
f. When the system asks if you want to turn off System Restore, click Yes.
g. Click OK.
h. Scan all hard drives and all files for viruses with your [product_name_av] product.

2. Once you have scanned and cleaned the files, turn on System Restore in XP as follows:
a. Right-click My Computer, and select Properties. The System Properties dialog box opens.
b. Click the System Restore tab.
c. Clear the Turn off System Restore on all drives check box.
d. Click Apply, and then click OK.

3. To turn off System Restore in Windows Vista:
a. Close all open programs.
b. Click Start.
c. Select All Programs > Maintenance.
d. Select Maintenance > Backup and Restore Center.
e. Click Create a restore point or change settings. If asked, click Continue.
f. Under Available disks, clear the checkboxes for all drives.
g. Click Apply.
h. When the system asks if you want to turn off System Restore, click Turn System Restore Off.
i. Click OK.
j. Restart your computer.
k. Scan all hard drives and all files for viruses with your [product_name_av] product.

4. Once you have scanned and cleaned the files, turn on System Restore in Vista as follows:
a. Close all open programs.
b. Click Start.
c. Select All Programs > Maintenance.
d. Select MaintenaceBackup and Restore Center.
e. Click Create a restore point or change settings. If asked, click Continue.
f. Under Available Disks, select all drives.
g. Click Apply.
h. When the system asks if you want to turn off System Restore, click Turn System Restore Off.
i. Click OK.

5. To turn off System Restore in Windows 7:
a. Close all open programs.
b. Right-click Computer, and select Properties. The View basic information about your computer dialog box opens.
c. Click System protection.
d. Click the System protection tab.
e. Click Configure.
f. Select Turn off System protection.
g. Click Apply.
h. When the system asks if you want to turn off System Protection, click Yes.
i. Click OK.
j. Scan all hard drives and all files for viruses with your [product_name_av] product.

6. Once you have scanned and cleaned the files, turn on System Restore in Windows 7 as follows:
a. Right-click My Computer, and select Properties. The View basic information about your computer dialog box opens.
b. Click System protection.
c. Click the System protection tab.
d. Click Configure.
e. Select Restore system settings and previous versions of files.
f. Click Apply.
g. Click OK.

How does the advanced process monitoring in DeepGuard protect my computer?
Advanced process monitoring checks if processes are changed while they are running. Infected files may try to do that and infect the whole computer through bugs in software. Advanced process monitoring protects also the web browser against infections, which makes it an important part of browsing protection.

Advanced process monitoring may, however, cause issues with certain games which use anti-cheat mechanisms. The problem occurs because both DeepGuard and the game try to make sure that a process is not changed. DeepGuard checks for infections, and the game checks that no scores or similar are changed. Turning off advanced process monitoring resolves the issue.

I suspect that a file that was reported as malware is not actually malware. What can I do?
Please report the file as a false positive at the following web site:
http://www.f-secure.com/en_EMEA/security/security-lab/submit-samples/sample-analysis-system/index.html.

Spyware

What is spyware?
Spyware are programs that collect your personal information.
Spyware may collect personal information including:

- Internet sites you have browsed,
- email addresses from your computer,
- passwords, or
- credit card numbers.

Spyware almost always installs itself without your explicit permission. Spyware may get installed together with a useful program or by tricking you into clicking an option in a misleading pop-up window.

An application stopped working after I removed spyware from my computer. What can I do?
Applications that install spyware may stop working if you remove the spyware from the application. You have two options:

1. Stop using the application and uninstall it.

2. If you still want to use the application, do the following:
a. Instead of removing the spyware, move it to the quarantine.
b. When you want to use the application, restore the spyware from the quarantine.
Note: Restored spyware starts to work again and can spy your computer and show advertising pop-ups.
c. You may also want to deny the spyware from connecting to the Internet by using application control.

Every time I scan my computer, I find a lot of spyware. Why?
Most likely, the majority of found spyware items are so-called tracking cookies. Cookies are items in the web browser that web sites use to save some information on the user's computer. Such cookies can compromise your privacy.

Firewall

What is a firewall?
The firewall protects your computer by allowing safe Internet traffic and blocking unsafe traffic.
Typically, the firewall allows all traffic from your computer to the Internet, but blocks all traffic from the Internet to your computer unless you specifically allow it. By blocking the inbound traffic, the firewall protects your computer against malicious software, such as worms, and prevents intruders from accessing your computer. Depending on your alerting settings, firewall alert pop-ups may be shown about the actions of the firewall.

Can I use the Windows XP firewall with Northwestel PC Protection Plus?
No. You cannot use the Windows XP firewall with the product. Northwestel PC Protection Plus already has a firewall. If you use two software firewalls simultaneously, your computer may freeze. However, you can use a hardware firewall (router) with the product.

What is the difference between firewall profiles and firewall rules?
Northwestel PC Protection Plus includes several firewall profiles that allow you to set more flexible or severe security policies. Firewall profiles allow you to instantly change your level of protection according to your needs. Firewall profiles are automatically updated to make sure that you are protected against the newest forms of malicious computer programs and Internet attacks. Every firewall profile is composed of a set of pre-configured firewall rules. Expert users may create their own firewall rules to modify the firewall profile.

How do I change the firewall profile in Northwestel PC Protection Plus?
To open the product, double-click the product icon at the bottom right corner of your screen.
To change the firewall profile:

1. On the main page, click Status.

2. Next to Firewall, click the link, which shows the current firewall profile. The Change firewall profile dialog box opens.

3. Read the firewall profile descriptions carefully.

4. Select the appropriate profile from the list and click OK.
   The Status page now shows the new firewall profile. The firewall rules and application control settings change according to the selected firewall profile.

How do I add new firewall rules?
Before starting to create a rule, select the firewall profile to which you want to add this rule.

Note: You may not be able to add your own rules to all firewall profiles.

To open the product, double-click the product icon at the bottom right corner of your screen.
Start creating a rule Enter a name for the rule and select whether the firewall rule denies or allows traffic.
To start creating a rule:

1. On the main page, click Settings.

2. Select Network connections > Firewall.

3. Click the Rules tab.

4. Click Add. The Add new rule dialog box opens.

5. In the Name field, enter a name for the rule. Use a name that you can easily identify.

6. To either deny or allow traffic, select either Deny or Allow.

7. To create a rule that is valid only when you have an active dial-up connection, select Use this rule only with dial-up connection. This option is relevant only if you use a modem or ISDN for your Internet connection. You may want to select this option, for example, if you use a laptop outside your home network and access the Internet through a modem or ISDN connection. Outside your home, your laptop is not protected by the router firewall, and you may want to create a stricter rule that denies all unnecessary inbound traffic and use this rule outside home. Usually, you do not have to create a rule, and the default firewall profile protects your computer both inside and outside home.

8. Click Next.

Select the IP addresses

Apply the rule to all network connections or specify the IP addresses and networks to which the new rule applies.
Note: The IPv6-related options are only available if your operating system is Microsoft Windows Vista or Windows 7.

To select the IP addresses:

1. Select one of the following options:
a. To apply the rule to both IPv4 and IPv6 addresses, select Any IP address.
b. To apply the rule to all IPv4 addresses, select Any IPv4 address.
c. To apply the rule to all IPv6 addresses, select Any IPv6 address.
d. To apply the rule to specific IP addresses and networks, select Custom and click Edit. The Addresses dialog box opens.

2. In the Addresses dialog box, select one of the following options on the Type list:

Type
Address example
IP address
192.168.5.16
DNS name
www.example.com
IP range
192.168.1.1-192.168.1.63
IP subnet
192.168.88.0/29
MyDNS
[mydns]
MyNetwork
[mynetwork]
IPv6 address
2001:db8:85a3:8d3:1319:8a2e:370:733
IPv6 range
2001:db8:1234:: - 2001:db8:1234:FFFF:FFFF:FFFF:FFFF:FFFF
IPv6 subnet
2001:db8:1234::/48

a. Enter the address in the Address field.

c. To add the address to the addresses list, click Add to list.

d. Repeat steps a-c to add all necessary addresses to the addresses list.

e. Click OK.

2. Click Next.

How can you define an IP subnet
If you want to define an IP subnet, use Classless Inter-Domain Routing (CIDR) notation. It is a standard notation that consists of a network address and subnet mask. For example:

Network address
Subnet mask
CIDR notation
192.168.0.0
255.255.0.0
192.168.0.0/16
192.168.1.0
255.255.255.0
192.168.1.0/24
192.168.1.255
255.255.255.255
192.168.1.255/32

Select the services and direction
Select the services to which the firewall rule applies, and the direction of the traffic.
To select the services and direction:

1. Select the services to which you want to apply the rule:
a. If you want to apply the rule to all IP traffic, select All IP traffic on the list.
b. If the service you need is not on the list, you need to create it first.
The icon appears in the Direction column for the services you selected.

2. For every service, select the direction of the traffic to which the rule applies. The direction is from your computer to the Internet or vice versa. To select the direction, click the icon in the Direction column.
Direction
Explanation

The service is allowed or denied in both directions.

The service is allowed or denied if it is from the Internet to your own computer (inbound).

The service is allowed or denied if it is from your own computer to the Internet (outbound).

3. Click Next.

Select alerting options
Select how the product notifies you when the firewall rule denies or allows traffic.

To select the alerting option:

1. Select one of the following options:
a. If you do not want to be notified, select No alert. No alerts are generated to the alerts log, and no alert pop-ups are shown to you. We recommend that you select this option if you are creating a rule for allowing traffic.
b. If you want the product to generate alerts in the alerts log, select Log.
c. If you want the product to generate alerts in the alerts log and to show alert pop-ups to you, select Log and pop-up. Note that you have to turn on the alert pop-ups also in the Firewall alerts dialog box.
d. In the Alert text field, enter a description to be shown in the alerts log and pop-ups.

2. Click Next.

Check and accept the rule
Check and accept the new rule.

To do this:

1. Check the rule summary. If you need to edit the rule, click Previous.

2. When you are satisfied with your new rule, click Finish.
Your new rule is now shown on the rules list on the Rules tab, and it is automatically turned on. If you have created several rules, you can now define their priority order.

When do I have to create a new firewall service for a rule?
You may have to do this if you are creating a firewall rule for a program but there is no suitable firewall service available. To open the product, double-click the product icon at the bottom right corner of your screen.
The service defines the protocols and ports the program uses. To find out this information, consult the documentation of the program.

To create a firewall service:

1. On the main page, click Settings.

2. Select Network connections > Firewall.

3. Click the Services tab.

4. Click Add. The Add new service dialog box opens.

5. In the Name field, enter a name for the service. Use a name that you can easily identify.

6. From the Protocol list, select the protocol for the service:
a. ICMP (1)
b. TCP (6)
c. UDP (17)
If you want to use another IP protocol, enter the protocol number (0-255) in the field.

7. If the service uses the TCP or UDP protocol, define the initiator ports for the service. If the program documentation does not include the initiator ports, you can usually use any port number above 1023.

a. Next to the Initiator ports field, click Edit.

b. Add the ports:

To enter a single port, enter the port number in the Single field, for example, 1024.

To enter a port range, add the lowest and the highest port number of the range to the Range fields, for example, 1024-65535.

c. Click Add to list.

d. Repeat the steps a-c to add all necessary ports.

e. Click OK.

8. If the service uses the TCP or UDP protocol, define the responder ports for the service. The responder ports are usually mentioned in the program documentation.

a. Next to the Responder ports field, click Edit.

b. Add the ports:

To enter a single port, enter the port number in the Single field.

To enter a port range, add the lowest and the highest port of the range to the Range fields.

c. Click Add to list.

d. Repeat the steps a-c to add all necessary ports.

e. Click OK.

9. If the service uses the ICMP protocol, define the ICMP type and code for the service. Click Edit to enter the values in the Type and Code fields. The allowed values are 0-255.

10. If you will use this service for allowing inbound traffic, you can define whether you want to allow also broadcast and multicast traffic. This kind of traffic is created by streaming programs, such as web radio or television. To allow them, select the Allow broadcasts and Allow multicasts checkboxes. Usually, you can leave these checkboxes unselected.

11. In the Add new service dialog box, click OK.

Your new service is now shown on the services list on the Services tab. To deny or allow the traffic that the service defines, you need to add the service to a firewall rule which allows outbound Internet connections.

How can I create a rule using a service that is not listed?

You may have to create a new firewall service and rule if you start playing peer-to-peer network games, or start using a service such as Virtual Network Computing (VNC) remote desktop.

For example, for VNC you need to create two firewall services to open the following ports:

- TCP ports 5500, 5800, 5900, the initiator port is > 1024
- UDP ports 5500, 5800, 5900, the initiator port is > 1024

1. Create a service for TCP with the following details:

a. Service description: VNCTCP

b. Protocol: TCP (6)

c. Initiator ports, range: 1023-65535

d. Responder ports, single: 5500, 5800 and 5900.

2. Create a service for UDP with the following details:
a. Enter a service description: VNCUDP
b. Select the protocol: UDP (17)
c. Enter initiator ports, range: 1023-65535
d. Enter responder ports: 5500, 5800, and 5900.

3. Create a firewall rule with the following details:
a. Enter a rule name: VNC.
b. Select the rule type: Allow.
c. Select the IP addresses: Any IP Address.
d. Select services: VNCTCP and VNCUDP. Click between the computer and globe icon until a double arrow is shown.
e. Alert type: No alert.

4. To apply the firewall rule, define VNC as allowed in application control:
a. Select Network connections > Application control.
b. Click the Applications tab.
c. Click Add.
d. Click Browse and browse for vncviewer.exe.
e. Under Outbound (client) connection, select Allow.
f. Under Inbound (server) connection, select Allow.
g. Click OK.

You should now see the new rule added to the rules list and it should be turned on. You can now close the product and retry your VNC.

How do I change the firewall rules?
You can only change a firewall rule that you have created yourself. To open the product, double-click the product icon at the bottom right corner of your screen. To change a rule:

1. On the main page, click Settings.
2. Select Network connections > Firewall.
3. Click the Rules tab.
4. Select the rule and click Details. The Rule details dialog box opens.
5. Make the necessary changes in each step and move to the next step by clicking Next.
6. In the Rule details dialog box, check the changes that you made.
7. If you are satisfied with the rule, click Finish.

The changes that you made are applied to the rule.

How can I open a port through the firewall?
You can open a port through the firewall if you want to allow some Internet traffic and you know the port number that you want to open. You may not be able to add your own rules to all firewall profiles. Select the firewall profile to which you want to add the new rule before you open the port.

When you open a port through the firewall, you create a new firewall rule and two new services.

1. On the main page, click Tasks.

2. Click Open firewall port.

3. In the Name field, enter a name for the new firewall rule.

4. In the Port number field, define the responder port for the rule. The responder port is usually mentioned in the product documentation.

5. Click OK.

The new rule is added to the firewall rules list and two new services are created on the firewall services list for both the TCP and UDP protocols with the specified port number.

Why is my FTP software not working after I installed Northwestel PC Protection Plus?
You have to add a new, outbound firewall rule to your firewall profile. To add a new rule for the FTP software:

1. To open the product, double-click the product icon at the bottom right corner of your screen.

2. On the main page, click Settings.

3. Select Network connections > Firewall.

4. Click the Rules tab.

5. Click Add. The Add new rule dialog box opens.

6. Follow the instructions in the dialog boxes.

7. In step 3, select the predefined FTP / File Transfer Protocol, active mode as the service.

8. Follow the instructions in the dialog boxes.

9. In the final step, click Finish.

I have a home office or home network. How can I get two computers to see each other's files?
You need to create a new firewall rule for Windows file sharing to share files between computers on your home network. To open the product, double-click the product icon at the bottom right corner of your screen.

If you use a router on your network, check the Dynamic Host Configuration Protocol (DHCP) settings of your router to find out the IP address range allocated to your home network. For more information, consult the router documentation.

The most usual IP address range for home networks is 192.168.1.1 - 192.168.1.254. If you want to share files between all your computers, you have to create the same rule on all of the computers.

To create the rule:
1. On the main page, click Settings.

2. Select Network connections > Firewall.

3. Click the Rules tab.

4. Click Add.

5. Enter a name and select the rule type:
   Step
   Example
   Enter a name for the rule
   FileSharing
   Select the rule type
   Allow

6. Select the IP addresses:
   Step
   Example

a. Click Custom.
b. Click Edit.
c. Select IP range and enter the addresses of your computers in the field.
d. Click Add to list. 192.168.1.1 - 192.168.1.254

7. Select the services and direction:
   Step
   Example

Select the services that Windows file sharing uses

a. SMB over TCP/IP (TCP)
b. SMB over TCP/IP (UDP)
c. Windows file sharing and network printers
d. Windows network browsing
e. ICMP / Internet Control Message Protocol
   Select the direction for both services
   (from the Internet to your computer)
f. Select the alerting type:
   Step
   Example
   Select the alerting type
   No alert
g. Check the summary of the rule and click Finish. Your new rule is now shown on the rules list on the Rules tab, and it is automatically turned on.
h. Test that the rule works. To do this, use Windows file sharing to share a folder or file and check whether you can access the folder or file from all of your computers.
   Tip: If you want to share the printer on your home network, create a similar rule. In this case, you have to only create an inbound “allow” rule on the computer to which the printer is connected.

Can I use a digital TV card with Northwestel PC Protection Plus?
Yes, you can. If the TV picture freezes when you use a digital TV card with Northwestel PC Protection Plus, add the TV card as a trusted networking adapter. To open the product, double-click the product icon at the bottom right corner of your screen.

1. On the main page, click Settings.

2. Select Network connections > Firewall.

3. Click the Settings tab.

4. On the Trusted network adapter list, select the TV card.

5. Click OK.

Your TV card should work now.

How do I allow all network traffic temporarily?
Note: Your computer is not protected when you allow all network traffic.
To allow all network traffic:

1. Right-click the product icon in the bottom right hand corner of your screen.

2. Select Unload from the menu.

3. To allow all Internet traffic, select Unload and allow all network traffic.

4. Confirm the unload when requested.

To restore your security again, right-click the product icon and select Reload.

Email filtering

How can I make sure that messages from a specific email address are not considered spam?
To open the product, double-click the product icon at the bottom right corner of your screen. To allow messages from specific email addresses, follow the instructions below. You can also do this through the Spam Control menu button (in Microsoft Outlook, Outlook Express or Windows Mail), or by right-clicking the system tray icon.
You can add, edit or remove individual email addresses or whole domains to your allowed senders list. For example, if you add *@example.com to your allowed senders list, all email messages from the example.com domain are allowed.
To edit your list of trusted email addresses:

1. On the main page, click Settings.

2. Select Internet > Email filtering.

3. Click Allow senders. The Allow senders settings page opens.

4. Choose one of the following actions:
a. To add a new email address:
b. Click Add. The Add sender/domain dialog box opens.
c. In the Address field, enter the email address or domain name from which you want to allow email messages. You can add a short description for the new address in the Description field.
d Click OK. The new email address is now shown on your allowed senders list.
e To edit an email address:
f In the list, select the email address you want to edit, and click Edit. The Edit sender/domain dialog box opens.
g Edit the selected email address, and click OK.
h To remove an email address from the allowed senders list:
i In the list, select the email address you want to remove, and click Remove. The email address is removed from

the list.

How do I block spam from a specific email address?

To open the product, double-click the product icon at the bottom right corner of your screen.
You can add, edit or remove individual email addresses or whole domains to your blocked senders list. For example, if you add *@example.com to your blocked senders list, all email messages from the example.com domain are blocked.
To edit your list of blocked email addresses:

1. On the main page, click Settings.

2. Select Internet > Email filtering.

3. Click Block senders.

4. Choose one of the following actions:

a To add a new email address:
b Click Add. The Add sender/domain dialog box opens.
c In the Address field, enter the email address or domain name from which you want to block email messages. You can add a short description for the new address in the Description field.
d Click OK. The new email address is now shown on your blocked senders list.
e To edit an email address:
f In the list, select the email address you want to edit, and click Edit. The Edit sender/domain dialog box opens.
g Edit the selected email address, and click OK.
h To remove an email address from the blocked senders list:
i In the list, select the email address you want to remove, and click Remove. The email address is removed from the list.

How do I edit the list of trusted email addresses?

To open the product, double-click the product icon at the bottom right corner of your screen. To edit the list, see instructions in How can I make sure that messages from a specific email address are not considered spam?.

Browsing protection

How does browsing protection work?

Browsing protection protects your computer on several levels:

- Safety ratings for web sites:

You can see safety ratings for web sites listed on search engine results and in web mail content. The safety ratings help you avoid web sites that contain security threats, such as malware (viruses, worms, trojans). They protect you against the latest Internet threats that are not yet recognized by traditional antivirus programs. The safety rating for a site can be one of the following: safe, suspicious, harmful or unknown.

- Exploit shields:

Exploit shields protect your computer against vulnerabilities that have been found in programs installed on your computer. Exploit shields identify and prevent malicious web sites from using such vulnerabilities to, for example, force an unauthorized download that contains malware.

- Process monitoring (in DeepGuard):

DeepGuard monitors and blocks attempts to load malware into your web browser. If the browser becomes infected, the functionality of a trusted web site can change. For example, it may start asking for your password.

I do not want to see safety ratings for web sites anymore. How can I turn them off?
You can turn safety ratings off by disabling the browsing protection toolbar in your web browser. To do this:

1. In Mozilla Firefox:
a. Select Tools > Add-ons.
b. Next to Browsing Protection Toolbar, click Disable.

2. In Microsoft Internet Explorer:
a. Select Tools > Internet Options.
b. Click the Programs tab.
c. Click the Manage Add-ons button.
d. Select Browsing Protection Class.
e. Select Disable and click OK.
f. Select Browsing Protection Toolbar.
g. Select Disable and click OK.

I think that a web site is rated incorrectly. What can I do?
You can suggest a new safety rating for the web site. If other browsing protection users agree with you, the rating of the site may eventually change. However, the decision is made based on information from several sources, including F-Secure malware analysts and F-Secure partners.
To suggest a new rating for a site:

1. Click Report on the toolbar. This opens the Notify us dialog box.

2. Select a rating to give your opinion of the web site's safety (It is safe to use, It is harmful to use or I have no opinion).
3. Click OK. This will open the Rating confirmation dialog box.

Tip: Select Do not show this message again if you do not want to see the confirmation dialog box when rating web sites in future.

4. Click OK.

Parental Control

How do browsing modes in Parental Control work?
With the Parental Control browsing modes, you can define browsing times and web sites that are suitable for your teenagers and small children. You can give your teenagers more freedom to browse the Internet while having tighter restrictions on your small children's online activities. You can create and set up the Parent, Teenager, and Small Child browsing modes either with Start-up Wizard during the installation, or later on the Parental Control page.

Small Child browsing mode
The Small Child browsing mode is active after you have installed the product or restarted the computer. When the Small Child mode is active:

- anyone using the computer can access only those web sites that you have specifically allowed.
- access to the Internet is allowed only during the scheduled time.
  All the web sites that you have allowed are listed on Parental Control Start Page that opens in the browser

when the Small Child mode is active.

Teenager browsing mode

When the Teenager browsing mode is active:

- anyone using the computer can access all web sites, except those that contain restricted or unwanted content, for example on drugs or adult material.
- access to the Internet is allowed only during the scheduled time.
  If you have created both Small Child and Teenager browsing modes on your computer, tell your teenagers the password you created for the Teenager mode. When they enter the password, they can browse web pages that:
- do not contain restricted material, and
- you have specifically allowed.

Note: If you turn Web Page Filter off, your teenagers can visit web pages and sites despite their content.

Parent browsing mode

When the Parent browsing mode is active, anyone using the computer can access the Internet without any time or content restrictions. You are asked to create the Parent password when you are creating the browsing modes . You need the Parent password to:

- open the product user interface,
- view or change the product settings,
- connect to the Internet with a new application, or
- uninstall the product.

Why do I need the Parental Control password?

If Parental Control is turned on, you need the Parental Control password to change the Northwestel PC Protection Plus settings. The password prevents other computer users from making changes to the settings. Even the user interface cannot be opened without the password.

How do I allow web pages for small children?

To allow web pages for your small children, follow the instructions below. To open the product, double-click the product icon at the bottom right corner of your screen.

Tip: If you use Internet Explorer, you can allow (or block) new sites by using the Northwestel PC Protection Plus Webfilter button in the browser's toolbar.

1. On the main page, click Settings.

2. Select Internet > Parental Control.

3. Select the Small child tab.

4. Select Allow only selected sites. If this option is not selected, small children can browse all web sites and pages.

5. Click View web sites.

6. Select the Allowed tab.

7. Click Add.

8. In the Allow Web Site dialog box, type the address of the web page to which you want to allow access.

a To allow access to the entire www.example.com web site, type www.example.com

b To allow access to a part of the www.example.com web site, type www.example.com/subsite

9. Click OK.

How can I turn off Parental Control temporarily?

Note: You need the Parental Control password for changing all Parental Control settings.
To turn off Parental Control temporarily:

1. On the main page, click Settings.

2. Select Internet > Parental Control.

3. Clear the Turn on Parental Control check box.

I have forgotten my Parental Control password. How can I access the Northwestel PC Protection Plus settings?
If you have forgotten your password, you can access the Northwestel PC Protection Plus settings, and reset the password by using your product subscription key.
To reset the password:

1. Open the product interface. A dialog box opens asking you to enter the Parent password.

Note: To see a hint for your password, move the cursor to the Show password hint . This hint will hopefully remind you what your password is.

2. Click Forgot your password?.

3. Enter the first four digits of your subscription key, and click Next. You received the subscription key when you purchased the product.
4. Do the following:
a. Enter a new password.
Note: When creating passwords, keep in mind the following:

Select a password that is easy to remember but hard to guess.
A password can contain any characters.
A password must have between 3 and 80 characters.
Depending on how your product is set up, your password may need to be longer than a certain number of characters.

b. Re-enter the new password to confirm it.
c. Click Next.
d. Enter your password hint. Your password hint, should remind you what your password is. It should be something that tells you what your password is but does not let anyone else guess the password. Keep in mind that you children can also see this hint.
e. Click OK.

A message is shown telling you that you have successfully reset the password.

5. Click OK.

The Parental Control time lock is blocking the connection to the Internet. What can I do?
When the time lock blocks the connection to the Internet, the web browser shows a block page which says that the time lock is active and the Internet cannot be accessed. To extend the browsing time:

1. On the Time Lock Block Page that opens in your browser, click Extend Internet browsing time.

2. In the dialog box, enter your Parent password, and click OK.

3. In the Time Lock dialog box, schedule a time, and click OK.

Tip: In Internet Explorer, you can also extend browsing time by using the Parental Control menu button.

I created a Small Child browsing mode and now Parental Control prevents me from accessing the Internet. What can I do?
When the Small Child browsing mode is used, Parental Control blocks all web sites that you have not specifically allowed. When you try to open the Internet, the Parental Control Start Page opens. To access the Internet, switch to the Parent browsing mode by clicking Parent. You can also allow web sites for the Small Child mode by clicking Allow new web sites for small children.

Automatic updates

How do I know that I have the latest updates?
When automatic updates are turned on, the product updates itself automatically when your computer is connected to the Internet. You can also check that you have the latest updates. To open the product, double-click the product icon at the bottom right corner of your screen. To check for updates:

1. On the main page, click Settings.

2. Select Other Settings > Automatic updates.

3. Last update check displays the time of the latest update check.

4. Click Check now. The product connects to the Internet and checks for the latest updates. If the protection is not up-to-date, it retrieves the latest updates.

Note: If you are using a modem, or have an ISDN connection to the Internet, the connection must be active to check for updates.

How can I check that my computer is protected and that automatic updates are working?
To open the main user interface, double-click the product icon at the bottom right corner of your screen.
To open the Status page:
1. On the main page, click Status. The Status page opens.

The icons show you the status of the program and its security features.

OK
Your computer is protected. The feature is turned on, and working properly.

Information
The product informs you about a special status of a feature.
This icon is shown, for example, when a feature is being updated.

Warning
Your computer is not fully protected.
For example, the virus definitions may be old, the status of a feature requires attention, or the firewall is set to block all Internet traffic.

Error
Your computer is not protected.
For example, your subscription has expired, the firewall has been set to allow all traffic, a critical feature is turned off, or the product is in error state.

Off
A non-critical feature is turned off.